

## Relay Contract Specifications

- A.1. The Contractor shall provide all service and deliverables as required, described, and detailed by these specifications and shall meet all service and delivery timelines specified by these specifications section or elsewhere in the contract.

- A.2. Type of Calls  
Intrastate and interstate calling.

The CapTel service shall be established to provide access for the community disabled to the intrastate telecommunication network which is functionally equivalent to that enjoyed by individuals who are not disabled. The community to be assisted by CapTel technology has in the past struggled with traditional Relay. CapTel is to assist callers with hearing loss who are not well suited for traditional Relay.

The Contractor will be designated to only accept calls that originate or terminate from a special CapTel telephone. Such calls shall originate and/or terminate in the state of Tennessee. The CapTel service will be capable of accepting calls placed across state lines which, if the CapTel service were not utilized, would be considered local intrastate calls. Individuals who use the CapTel service will be able to call or be called by any business or residence that has a standard telephone service in Tennessee.

The intrastate CapTel system will be required to provide interstate calling. However, the intrastate CapTel system calls must be accounted for separately from interstate calls and shall not be billed pursuant to this contract.

### Spanish and Other Non-English CapTel

The Contractor will provide intrastate and interstate Spanish CapTel services. The Contractor will also provide other non-English CapTel as directed by the State or based on changes in the States demographics which warrant the availability of such service.

### Emergency Calls

The Contractor will process emergency calls.

### Directory Assistance Calls

The Contractor will caption calls made to directory assistance without additional charges to the caller, unless otherwise notified by the State.

A.3. Access to CapTel Calling Center

Access to the CapTel service shall be provided directly and automatically through the CapTel phone as well as a toll-free number. The toll free number(s) shall be universally available and shall be uniform throughout the state.

While Contractors are not restricted to utilizing only one toll-free number for the CapTel service, the State urges the Contractor to propose as few numbers as possible for access to the service to eliminate confusion and to promote easy and frequent utilization of the service.

A.4. CapTel Call Limitations

The CapTel service must be capable of handling any call normally provided by common carriers. Only those calls that are incapable of the service due to lack of existing technology are exempt for handling by the CapTel service. However, where possible, the Contractor must establish a future handling date to provide CapTel services when new technology becomes available. The Contractor has identified and will continue to identify as technology changes, those calls that are incapable of CapTel usage due to lack of available technology. Only calls that are incapable of CapTel service due to lack of existing technology may be so identified. Any submitted proposal will identify the infallibility of handling these calls and shall, where possible, establish a future handling date. The State is committed to achieving full compliance with FCC requirements for all types of calls to be accessible and the Contractor is required to adhere to these standards.

A.5. Special Calling Services

The Contractor will provide its users with conference and three-way calling and other custom calling features as they become available in this state and to the extent technically feasible. Charges assessed to such CapTel users shall not exceed the charges assessed by the local exchange company (LEC) serving the exchange from which the call is being placed. Additionally, charges for ancillary services not traditionally provided by the local exchange company must not exceed the rates assessed to those persons without communication disabilities.

The Contractor will caption calls to numbers delivering recorded messages unless the speed of transmission of such messages impedes effective and intelligible message transmission. The Contractor will also caption recorded messages on telephone answering machines.

A.6 CapTel Equipment

The CapTel equipment will only be distributed by the Telecommunications Devices Access Program (TDAP) within the State, unless otherwise appointed or approved.

Questions about TDAP can be directed to Monique Brazelton at (615) 770-6879.

A.7. CapTel Technical Standards

The Contractor will provide CapTel service for all telephone exchanges 24 hours a day, every day, including holidays.

There will not be restrictions on duration or number of calls placed by callers through CapTel service.

Transmission circuits will meet or exceed interexchange performance standards for circuit loss and noise.

The Contractor will have a sufficient number of CapTel operators, circuit trunks and other facilities to achieve the standards of service required by the contract.

The Contractor must provide access to each user's interexchange carrier (IXC) of choice, and to all other operator service, to the same extent that such access is provided to voice users as specified in the FCC mandate requiring IXC participation.

A.8. CapTel operators shall adhere to the following standards:

The operators will not intervene or interject personal comments, judgments, or additional information when relaying calls.

The operators will be as transparent as possible to the users of the CapTel. They shall avoid the use of the third person and shall not intentionally alter the content of relayed calls.

The operators will adhere to the Code of Ethics for Interpreters of the Deaf or similar code to be approved by the State.

The operators will caption all calls regardless of the obscene or illegal nature of the call.

The operators will not discuss the contents of captioned calls, any caller identifying factors, calling points, or other information about relayed calls other than what is necessary to train other operators. Such training shall never refer to specific individuals,

places, or content that would disclose to a trainee, or other person, confidential information.

All communications made by or to a person with a communications disability is a privileged communication and is not subject to disclosure in any court proceeding or otherwise pursuant to T.C.A. § 24-10-210.

A.9. Call Rating

Local Call Rating

The calling or called parties using the CapTel service will not be charged for calls originating and terminating within the same toll-free local calling area despite the fact that these calls may be routed through a CapTel center located outside the toll-free area.

Intrastate Long Distance Call Rating

All toll calls placed through the CapTel service will be rated to the users of the service at the hearing impaired discount rate applied by the State. These calls will be rated as if the calls were placed between the originating and terminating call points instead of routed through the CapTel service center. The timing of the call for billing purposes will begin immediately upon pick-up at the called number. If a caller requests a person-to-person toll call, the timing begins only after the requested person has answered the call.

Calls to 900, 976, or 900-like services or other pay-per-call services will not be subject to the hearing impaired discount.

A.10. Billing Requirements

The Contractor will include a method of providing sufficient billing and collection information to allow calls to be billed accurately by the designated billing agent, i.e., Local Exchange Carrier (LEC), Interexchange Carrier (IXC), etc. within 30 days of the date such service was supplied. The record must contain the telephone number or credit card number for all end user billable calls, i.e., local or toll, originating and termination numbers, date of the call, the billing start and end time, automatic number identification (ANI), the called number, type of call, i.e., person-to-person, etc. and preferred IXC for interlata calls. The contractor will not do any customer billing. Information local calls will be retained by the contractor for service monitoring, auditing and contractor reporting purposes.

The state will be invoiced monthly based upon per minute usage in the above paragraph.

A.11. Facility Requirement

There may be one or more center locations so long as service quality levels are maintained uniformly. The center will have adequate equipment, furniture and facilities, either owned or leased, to provide Tennessee's CapTel service for all possible center call volumes. If the center is located in a facility offering other services, the CapTel service will be isolated appropriately to assure confidentiality standards are upheld.

A.12. Auditing Requirements

The Contractor will report monthly to the State on the activity of the CapTel service. Such report shall include the total number of calls relayed in that month, the number of calls initiated by non-impaired (voice) and hearing impaired parties, the average duration of the call, the average speed of answer time, the daily average number of calls in queue, the blockage rate, and the average length of time a call is in queue to be answered.

The Contractor will report annually to the State and/or the fund administrator on the operations and traffic patterns of the center. On the first day of the new contract year in each year after the contract is awarded, the Contractor will submit its annual report to the State which will include a summary of all charges to date submitted to the contractor for payment, the monthly call volume for that year, the average call duration in each month, and the average monthly cost per call or minute. As a part of the report the Contractor will submit the number of personnel stationed in and serving each CapTel call center at that time as well as percentage of Tennessee call volume served at each center.

A.13. CapTel Outreach and Education

The Contractor will engage in outreach activities, promotional campaigns, and other means of educating the public as to the benefits of CapTel service. The Contractor will, with the approval of the State, develop promotional materials, brochures, and educational tools to explain CapTel. The minimum annual cost to be incurred by the Contractor for outreach and education will be \$50,000, such expenditure shall be at no additional cost to the state above the per minute rate.

The Contractor will maintain records of consumer comments and complaints about CapTel service during the contract period. A monthly report will be sent to the State which briefly describes the date, the nature of the complaint or comment and the service providers resolution or action taken.